



TRANSFER/PROMOTIONAL OPPORTUNITY
COMMUNICATIONS ASSISTANT III
Department of Public Works – Operations Fleet Services

PURPOSE of this position is to perform duties related to the dispatching and scheduling of equipment operators and support personnel and their assigned equipment. The person in this position will support the activities of DPW Operations Fleet Services Section, and provide assistance to various City departments, divisions and sections, and drivers and operators of the City's fleet of equipment.

ESSENTIAL FUNCTIONS:

- Perform daily scheduling of fleet equipment operators and support personnel in their daily assignments.
- Communicate assignments to private sector entities performing work on behalf of the City.
- Record information pertaining to the schedule and its development.
- Perform all duties with a high degree of accuracy while observing all Union and Management scheduling guidelines.
- Provide radio communication services that support the Dispatch office's daily operations.
- Dispatch assignments and record information about the activities of the Field Service Technicians, Utility Crews and Fueling Trucks.
- Dispatch and document the activities of the Division's Roll-Off Operation.
- Provide data entry and retrieval services related to the daily operation of the Dispatch Office and the City's fleet division.
- Update record keeping utilities which document various components of daily dispatch operations.
- Update records pertaining to the status and condition of various fleet related programs.
- Prepare and distribute records related to the investigation of fleet accidents.
- Order and record information pertaining to fuel and other fleet supplies.
- Maintain information pertaining to service agreements, rental equipment, and vendors.
- Provide telephone answering services in support of the Dispatch Office's daily operations.
- Receive and process telephone calls from Operations Driver Worker with information pertaining to daily operations.
- Receive telephone calls from various locations pertaining to fleet support information or services.
- Prepare documents related to employee discipline issues.
- Perform other duties and responsibilities as assigned.

CONDITION OF EMPLOYMENT: The person in this position must be willing and able to do the following: 1) work overtime hours as required whether given advance notice, or called-in at any time as needed.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS

1. Current status and at least three months of experience as a regularly appointed employee of the City of Milwaukee.
2. Four years of office support experience including two years of communications or customer service experience providing information to customers or responding to customer complaints or requests.

NOTE: Equivalent combinations of education and experience may be also considered.

DESIRABLE QUALIFICATIONS

Communications Assistant III, DPW-Operations, Fleet Services

- High School Diploma or GED.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to consistently handle a high volume of telephone calls on a daily basis.
- Customer service and interpersonal skills.
- Oral communication and listening skills.
- Ability to work in a team environment and to maintain good working relationships with a multi-cultural public, coworkers, and employees from other City departments.
- Ability to maintain a positive demeanor when working under pressure.
- Ability to accurately document information regarding the Dispatch Office's daily operations.
- Basic keyboarding skills.
- Ability to type at a minimum of 50 words per minute.
- Ability to use Fleet Software Information system.
- Ability to learn to navigate through multiple software applications while performing other duties.
- Ability to organize, prioritize and accomplish work.
- Ability to work independently.
- Ability to meet deadlines regularly.

THE CURRENT PAY RANGE (445) IS: \$36,902-\$40,836 annually with excellent benefits.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the hiring department reserve the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position

APPLICATION PROCEDURE: Applications can be obtained from the Department of Employee Relations, Room 706, City Hall, 200 E. Wells Street, Milwaukee, WI 53202, by calling 286-3751 or by visiting www.milwaukee.gov/jobs.

*Applications should be returned to Jeffrey Tews, Department of Public Works – Fleet Operations Manager, 2142 W. Canal Street, Milwaukee, WI 53233 by **March 11, 2011**. Receipt of applications may be discontinued any time after that date.*